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Q#1: what is problem solving? Explain 5 steps use in problem solving

Ans : Problem solving is the act of defining a problem; determining the cause of the problem; identifying, prioritizing, and selecting alternatives for a solution; and implementing a solution. In order to effectively manage and run a successful organization, leadership must guide their employees and develop problem-solving techniques. Finding a suitable solution for issues can be accomplished by following the basic four-step problem-solving process and methodology outlined below.

Steps use in problem solving:

Are as following

- **Define the problem**
- **Generate alternative solution**
- **Evaluate and select an alternative**
- **Implement and flow up on the solution**

1: Define the problem :

- Differentiate fact from opinion
- Specify underlying causes
- Consult each faction involved for information
- State the problem specifically
- Identify what standard or expectation is violated
- Determine in which process the problem lies
- Avoid trying to solve the problem without
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- Reviewing and documenting how processes currently work (i.e., who does what, with what information, using what tools, communicating with what organizations and individuals, in what time frame, using what format).

- Evaluating the possible impact of new tools and revised policies in the development of your "what should be" model.

2: Generate alternative solutions :

- Postpone evaluating alternatives initially
- Include all involved individuals in the generating of alternatives
- Specify alternatives consistent with organizational goals
- Specify short- and long-term alternatives
- Brainstorm on others' ideas
- Seek alternatives that may solve the problem

3. Evaluate and select an alternative:

- Evaluate alternatives relative to a target standard
- Evaluate all alternatives without bias
- Evaluate alternatives relative to established goals
- Evaluate both proven and possible outcomes
- State the selected

4: implement and follow up on the solution

- Plan and implement a pilot test of the chosen alternative
- Gather feedback from all affected parties
- Seek acceptance or consensus by all those affected
- Establish ongoing measure and monitoring
- Evaluate long term result based on final solution

Q#2: write short notes on following:

Qualities of leader

Negotiation skills

Ans: Qualities of leader:

Leader is one who knows the way, goes the way, and shows the way leader: he or she can prove to be a difference maker between success and failure. A good leader has a futuristic vision and knows how to turn his ideas into real-world success stories

There are following Qualities of leader:

- Honesty.
- Delegate.
- Communication.
- Confidence.
- Commitment.
- Positive attitude.
- Creativity.
- Inspire.
- Decision making capabilities
- Empathy
- Emotional intelligence
- Transparency
- Inspire others
- Delegation and empowerment
- Humility
- Vision and purpose
- Good communicator

Honesty: As a leader, it is your responsibility to maintain the team morale and keep moving forward. Keep your confidence level up and assure everyone that setbacks being looked into. By staying calm and confident, the team would not worry as they put their trust in you.

Delegate: Good leaders recognize that delegation does more than simply passing the task to someone else. It is trusting and believing that your employees are able to handle the task given to them.

Communication: Good communication is a leadership attribute for a number of reasons. Communication is the key to success,

Positive attitude: You want to keep your team motivated towards the continued success of the company, and keep the energy levels up. Whether that means providing snacks, coffee, relationship advice, or even just an occasional beer in the office, remember that everyone on your team is a person. Keep the office mood a fine balance between productivity and playfulness.

Enthusiastic:

A good leader is enthusiastic about their work or cause and also about their role as leader. People will respond more openly to a passion and dedication. Leaders need to be able to be a source of inspiration, and be a motivator towards the required action or cause.

Responsible:

A good leader should be responsible. Great leaders know that when it comes to their company or workplace, they need to take personal responsibility for failure.

Focus and drive:

A good leader is generally focused and they are able to think rationally. Not only does a good leader view a situation as a whole, but is able to narrow down the cause as well as find the solution to the problem. Leaders should also be self-driven to work harder in wanting to achieve better results for the company. They are the driving force in the team and also someone the team could look up to and encourage the rest to work together.

Q#3: what is the project quality, its purpose and project quality management process?

Ans:: Being a manager is a big responsibility for an individual. It is hard for a manager to keep a balance and soft environment in his/her company being the leader, but it is not impossible. First of all a manager has to motivate his staff i.e salespersons and tell them to be honest and provoking towards the customers. Due to which a customer can be easily attracted and they are not much of a chance to get into a conflict.

For example, a customer visits your car company, where he chooses a car as per his/her wish but your salesperson interrupts in your dealing telling your customer about another car which may be good one in the salesperson's sight but not for the customer. This can create a conflict and a bad impression on your company as well as your products. So to avoid a conflict as a manager you have to take certain positive steps towards the salesperson and make him/her understand about not to interrupt in the customer's dealing.

One another point is if a manager feels that his salespersons are not going to make an honest statement towards the customer, then the manager has to take him/herself the charge to in order to avoid the conflict with a customer.

Managing a sales team is no easy task. You have the potential to either make or break your sales reps. And there's tons of conflicting information out there.

Effective sales managers recruit top sales leaders, provide them with the tools they need to bring in sales and watch the numbers

Q#4 An accountant cant do their job without all the numbers, if an employees constantly late with there reports, it affects the accountants ability to finish up and Make deadlines.

How can you solve this problem?

Ans: Make assumptions based on the available data; take average of previous years and forecast it; do variance analysis, possibly with the worst outcome scenario; take the industry averages.

Employees who rarely arrive late to work should probably be given the benefit of the doubt—as there are valid reasons for being late. (Tires really do go flat!) But it's generally in a manager's best interest to confront employees who frequently—or always—show up late.

Late employees can reduce business productivity, especially if they aren't making up for lost work time at the end of their shifts. Moreover, it hurts the morale and work ethic of other employees who might resent that the late arrivers aren't getting called out or disciplined for their lateness. It might even encourage other employees to start showing up late to work if they see no consequence for the bad behavior.

But don't despair. Businesses have many opportunities to boost the odds that employees will show up when they're supposed to. Here are ways to discourage employees from arriving late, as well as how to deal with those who regularly do:

Use a time clock.

It may seem old-fashioned or like you're micromanaging, but a time clock holds people accountable. It not only records when employees check in and out for the workday, but it also lets them know that you know when they come and go.

Employees will feel more compelled to show up on time if they know they're being monitored.

Companies can buy a physical time clock that requires employees to punch in and out each day or, if the employees work at computers, time-tracking software can be installed that records when employees log in and out of their workstation.

Or else if employee is consistently late **then Fire the goddamn employee**